

**IOWAccess Advisory Council Meeting
Minutes of January 26, 2004**

F i n a l

- Present: Quent Boyken, Herb Strentz, David Redlawsk, Mary Maloney, Jane Ginapp, Craig Hiemstra, Sheila Castaneda (by phone), Kelly Hayworth, Gail Flagel, Miriam Ubben, Marsha Ternus, Glen Dickinson
- Absent: Dick Neri, Bob Brunkhorst, Bill Dotzler, Ervin Dennis, Greg Stevens
- Guests: John Gillispie, Kit Krogmeier, Lorrie Tritch, Mark Uhrin, Joe Finnegan, Julie Ingersoll, Jody Caswell, Randy Clemenson, Kay Arvidson, Rich Jacobs, Dr. Kurt Thurmaier, Dr. Yu-Che Chen, Nadir Mehta, Ann Wiebers, Amy Van Maanen, Gail Beebe, Angell Magnani, Dave Heuton, Debbie O’Leary, Steve Conlon, Dave Meyers, Diane Van Zante

Council Chair, Quent Boyken, opened the meeting and noted that a quorum of members was present. Quent mentioned that several members’ terms would be expiring the end of April: Herb Strentz, Craig Hiemstra, Kelly Hayworth, Sheila Castaneda, and Richard Neri. Those individuals can expect to be contacted to gauge their interest in serving another term. Herb Strentz inquired if a replacement had been named for Corlis Moody. Diane Van Zante has been working with the Governor’s Office to seek replacements for all existing vacancies.

- 1) Review and Approve Minutes from November 3, 2003 Meeting – Herb Strentz moved, seconded by Mary Maloney, approval of the November 3, 2003 minutes. An oral vote was taken, approving the minutes as written.
- 2) Financial Update – Denise Sturm (by phone). The December 31, 2003 statement of changes in net assets (income statement) shows revenues of \$2.4 million, \$1 million of which was appropriated. Ninety percent of Iowa Court Information System (ICIS) fees are returned to the Judicial Branch. Total expenditures for FY04 to date are \$864,323. There are net assets of \$1,768,121. Available cash is listed as \$1,768,121, however \$476,031 of that amount is obligated, leaving a balance of \$1,292,090 in unobligated funds.

E-Payment Fees – John Gillispie (handout). Credit card processing expenses include one-time charges, recurring charges and per transaction charges, the sum of which can be quite costly. The Information Technology Enterprise (ITE) is collaborating with the State Treasurer’s Office to evaluate electronic check/ACH processing (the ACH Network is a nationwide batch-oriented electronic funds transfer system), which costs an average of 26 cents per transaction. ITE favors ACH processing over credit card processing. Question: Does the State lose money by subsidizing credit card fees? At the present time, we believe that all credit card fees are being reimbursed through transaction fees. Question: What about the possibility of using debit cards? Currently, there is no way to handle PIN numbers, so this is not a viable option. Mary Maloney, Polk County Treasurer, stated that while payment by E-check is less expensive, the Treasurer’s Office has found that the majority of people

still favor payment by credit card (for property tax and motor vehicle renewal). At Polk County, an ACH/electronic check currently costs about \$2.00.

- 3) Project Updates – Mark Uhrin. Work has begun on the web-based teacher-licensing project for the Department of Education. At present, this is the only project with billable hours (current spending is about \$24,000). ITE is currently creating an assessment document (sets forth requirements, overall complexity, and breadth of the project) for the Department of Inspections and Appeals' Food Inspections Online project. We have a signed assessment document for the Iowa Ethics and Campaign Disclosure Board (IECDB) Public Access Improvements project. The remainder of the approved projects have been put on hold, due to lack of available resources. The Council expressed concern about the delay. Mark commented that ITE does utilize contractors from time to time to supplement in-house resources. A question arose about the IOWAccess fund and whether it could be seized by another entity in state government. John responded that pulling money from a revolving fund was not common practice. The council asked that future projects include ITE's projected timeline for implementation/completion.
- 4) Review Subcommittee Report on Revising the ROI Form – Sheila Castaneda. A subcommittee comprised of Herb Strentz, Corlis Moody, and Sheila Castaneda volunteered to revamp the return on investment (ROI) application. Sheila explained that the subcommittee had taken the old ROI form and tried to simplify it to capture the information needed by the council. The revised form includes a timeline and more in-depth summary, provides additional background information, and an explanation of how the project fits into the strategic plan. Revisions were also aimed at obtaining a better idea of the cost as well as how the change would affect Iowa citizens. The subcommittee felt an increase in the point value for the "Impact to Iowa Citizens" category was warranted. Herb commended Sheila for her leadership and Quent expressed appreciation to the entire subcommittee. The Information Technology Council is also reviewing the ROI form, although their use of the form varies somewhat. The Chair asked for a motion to accept the revised form. Kelly Hayworth moved that the Council recommend use of the new ROI form for IOWAccess and that it be forwarded to the Information Technology Council for their review. David Redlawsk seconded the motion. An oral vote was taken, approving the motion as stated. The new ROI form is to be used for any projects submitted after today.
- 5) E-Government Research Project – Dr. Yu-Che Chen, Iowa State University. John Gillispie previously forwarded council members a series of questions and asked that the council provide feedback. The responses were collected and forwarded to Dr. Chen and Dr. Kurt Thurmaier at Iowa State University (ISU). ITE would like to partner with ISU to research what citizens and businesses truly want from their web portal, and which projects are the most critical at the present time? Dr. Chen told the council that there are three primary objectives: 1) gauging citizens' and businesses' current and future demands for online services, 2) identifying their preferences for user charge and payment methods, and 3) examining how transaction costs affect the use of online government services. ISU's proposal includes a three part strategy: a) use multiple sources of information (information from business associations, state web portal log and analysis, data collected from citizens and businesses, utilize census data, and state departments' data on current and future online

service needs), b) comprehensive coverage of online services (digital civic engagement, electronic commerce and business regulations, taxation and revenue, education services, social services, law enforcement and the courts, and GIS and transportation), and c) use of multiple data collection and analysis methods. The project duration is one year, split into two phases: Phase I - Demand analysis (July-December 2004), Phase II - Finance and User behavior (January-June 2005). What is the projected cost? At this point in time, the estimate is very rough, however the majority of the expense would be for labor. John is looking to the council for guidance in terms of which projects should receive priority as well as what to do about transaction fees. Iowa is falling behind in E-Government and it would be prudent to invest resources in those projects which are of the highest priority to citizens. John is looking for some research to help guide those decisions. There was a question about the size of the sample driving the cost of the project, and a suggestion that a sample of 400 would be sufficient for the stated purpose. Others felt a fully interactive Internet approach would be better. Some members were not sure an in-depth analysis was necessary and felt that council members could utilize their own best judgment. There was also an inquiry about putting the project out for RFP. The Chair asked that ITE either put out a more concrete proposal or put the project out for bid.

NOTE: One of the council members was excused from the meeting, leaving 11 voting members, which still constitutes a quorum.

6) New IOWAccess Project Requests -

Electronic Tax Administration Proposal – Rich Jacobs, Department of Revenue. This project originally received approval for Pooled Technology funds, but those funds have since been frozen. Electronic tax administration is a strategic direction. It includes filing of tax returns, accessing taxpayer information, obtaining information and resources needed for compliance, and remitting taxes. Iowa is the nation's leader in acceptance of income tax electronic filing. The Iowa Department of Revenue would like to expand e-services to offer electronic filing of sales and withholding taxes. The Department of Revenue is requesting \$414,000. ITE recommended that the Council approve the request. Marsha Ternus moved approval of the funding request with the caveat that if pooled technology funds became available, any IOWAccess funding would be returned. Kelly Hayworth seconded the motion. An oral vote was taken, resulting in unanimous approval.

NOTE: Another council member was excused from the meeting, leaving 10 voting members, which still constitutes a quorum.

Food Stamps – Ann Wiebers, Department of Human Services. The Department is reaching out and improving access to the food stamp program. In calendar year 2002, only 54% of eligible Iowans participated in the Food Assistance program. Iowa is ranked 39th in the nation with regard to access to the Food Assistance program. This project is the first initiative in web-enabling the intake system for DHS services and focuses on the intake process for food stamps. This project also provides 24 hour, 7 day a week access. No additional operating costs are needed. ITE recommended that the Council approve the request. David Redlawsk moved approval, seconded by Herb Strentz. An oral vote was taken, resulting in unanimous approval.

Child Development Home Registration Renewal – Jill Ingersoll, Department of Human Services. This ROI was tabled at a previous meeting and subsequently enhanced prior to today's meeting. Initially, the project centered on electronic renewal of in-home child care providers. The new ROI includes a provider-training registry, which allows someone to view a provider's credentials and experience to date. It is hoped that this will result in more people registering. ITE recommended that the Council approve the request (\$199,124). Kelly Hayworth moved approval, seconded by Mary Maloney. An oral vote was taken, resulting in unanimous approval.

NOTE: Due to the meeting running longer than expected, four additional council members were excused from the meeting, leaving 6 voting members (Sheila Castaneda, Quent Boyken, Glen Dickinson, Gail Flagel, Herb Strentz, and Jane Ginapp), which is an insufficient number to meet quorum requirements.

7) Review Other Possible Projects -

28E Project – Dr. Kurt Thurmaier, Iowa State University. This project involves state and local governments and would help citizens through intergovernmental collaboration. There are numerous intergovernmental agreements all across Iowa (police, hazard, fire, etc.). This project proposes creating a database/repository of intergovernmental agreements, including a satisfaction rating and management report for each agreement. The information would be available to the public. Participants would have access to the following functions: a) web interface for information update, validation and evaluation, b) online search and collaboration, and c) visualization with geographic information. The budget estimate for Phase I is \$207,113. The Secretary of State's Office has no resources to develop such a system or interest in doing so. Herb Strentz mentioned contacting ISAC (the Iowa State Association of Counties) to see if they would be willing to help fund the project, as they would be one of the major beneficiaries. The Council believes there is interest in looking at this in more detail, but may want to limit the scope initially to the last 5-10 years, rather than back to 1971. This would be the first government-to-government IOWAccess project.

Criminal History Background Checks – Steve Conlin, Dave Heuton, Angell Magnani, Department of Public Safety and Debbie O'Leary, Department of Administrative Services (DAS). At present, the public can get criminal history information by fax or by going to the Department of Public Safety (DPS) office. DPS wants to make the information available electronically over the web. The current cost for a criminal history is \$15 by fax, \$13 by mail, or \$5 if you walk in. There would be a user fee; DPS' goal is to reduce it, but they are unsure what the amount will be. A criminal history includes arrests and convictions. The judicial version of a criminal history is name based and still requires a close review to determine accuracy. The DPS version is person based. Costs for this project have not yet been developed. The intent is that user fees would cover personnel costs. This is not an expansion of the current service, just a change in accessibility. Sheila Castaneda inquired if there were any enhancements that could be implemented in addition to making the information available in a different manner. DPS advised that enhancements would probably require legislation. The Council indicated an interest in moving ahead to gather more information.

Amber Alert – Dave Heuton, DPS. This proposal would allow for a more robust system and generate an E-mail to people who subscribe. There would be no cost to the user. An Amber Alert system is already in existence, however DPS would like to add a subscription list to allow for wider dissemination. The Council expressed an interest in moving forward, possibly through existing resources.

Medical Licensure Information – Amy Van Maanen, Gail Beebe, Board of Medical Examiners (BOME). Amy explained that BOME wants to make mailing lists/data lists and medical licensure information (including legal documents that show disciplinary actions against physicians) available to the public via the web. The user would pay a fee by credit card. There was an inquiry about why it was necessary to charge a fee in light of the fact that the Secretary of State's Office is able to make UCC filings available without a fee. The Council asked that BOME pursue a more formal ROI. If a fee is involved, identify what the fee would be used for.

Capitol Complex Citations – Dave Heuton, DPS and Debbie O'Leary, DAS. DAS collects the money for parking citations written by Post 16 officers. Web-enabling the system would make it more efficient. The Council felt that the project was too small in scope to pursue.

Uniform Crime Reporting – Dave Heuton, DPS. DPS wants to make Uniform Crime Reporting data (crime statistics) available on their website. This could have dual purposes: to access data or submit it. The Council felt that the DPS project was of low priority.

Building Code Plan Review, Dave Heuton, DPS. The business process for plan submittals needs to be streamlined to save time and money in both the public and private sectors. Mr. Heuton advised that the project was in its infancy, therefore he was not seeking the Council's recommendation. Based on limited information, the Council felt that it could not make an assessment.

SING Public Expansion – At present, this project has been dropped.

Iowa Publications Online – Agencies are required by code to publish reports online. This project looks at making enhancements to an already existing system.

- 8) Establish the Meeting Schedule for the Year – The next council meeting is scheduled for March 26. Additional meetings for 2004 need to be revamped due to scheduling conflicts.
- 9) Other Business – Gail Flagel would like to revisit the Council's mission and mandate. ITE will follow-up and provide a one page summary.

There being no further business, the meeting adjourned at 4:15 p.m.